GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1082
ANSWERED ON:29.11.2006
TRANSFER OF TELEPHONE CONNECTION
Mahato Shri Sunil Kumar

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) The normal time taken in transfer of telephone from one telephone exchange to another telephone exchange ;

(b) Whether the rules and the time limit required to be observed in case of transfer of telephones are not being complied with ;

(c) If so, the number of such cases identified in Delhi during the last two years; and

(d) The action taken against the guilty persons in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) The normal time taken in transfer of telephone from one telephone exchange to another telephone exchanges for technically feasible cases is as follows:

(i) Within 3 days from the customer`s request within same Short Distance Charging Area (SDCA)

(ii) Within 5 days from the customer`s request within same Secondary Switching Area(SSA).

(iii) Within 30 days from the customer`s request in case of All India transfer.

(b)The rules and time limits in this regard are followed. Sometimes, delays occur due to the following reasons:-

(i) Subscriber`s own request

(ii) Area being technically non-feasible

(iii) Landlord objecting to installation of telephone for the tenant.

In MTNL, Delhi during October, 2006, 1973 out of 2130 requests of shift (i.e. 93.06%) have been completed within three days.

(c) No, such case except for reasons mentioned at (b) above has been identified in Delhi during last two years.

(d) Does not arise in view of (c) above.